



# NetSupport DNA Mobile Console Getting Started Guide

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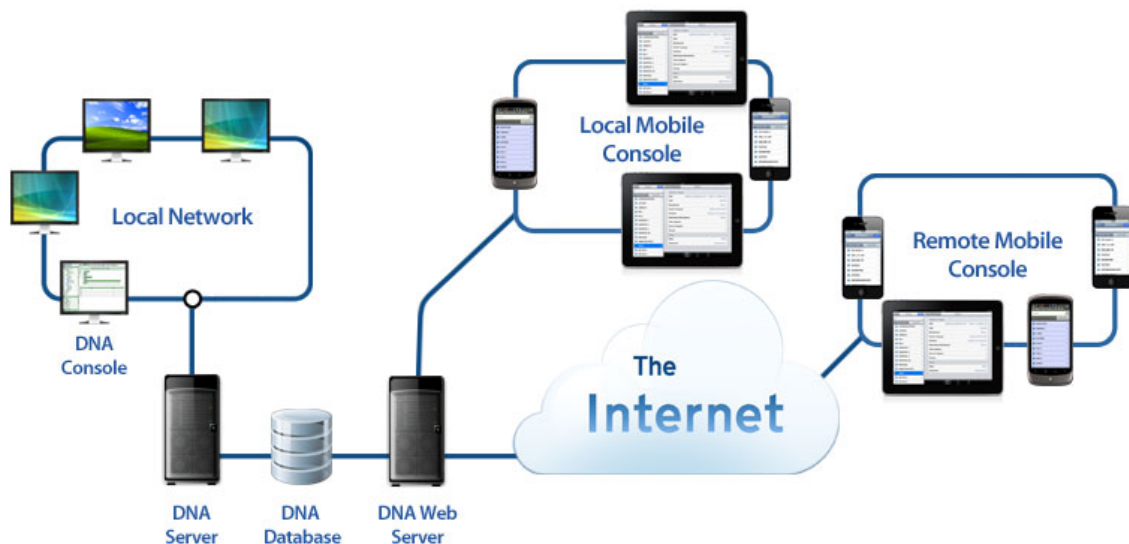
## Introduction

NetSupport DNA Mobile is an App that can be used in conjunction with NetSupport DNA. It consists of a Web Server that is installed on a Windows machine and a Mobile Console that can be installed on an Android device (version 2.2 and higher) or Apple's iPad, iPhone and iPod touch.

## Installation

### Web Server Installation

The DNA Web Server application can be installed on Windows XP, 2003, Windows Vista, Windows 7 or Windows 2008. It can be installed on the same machine as the DNA Server, or if you require remote access, on a computer with a publicly accessible IP Address.



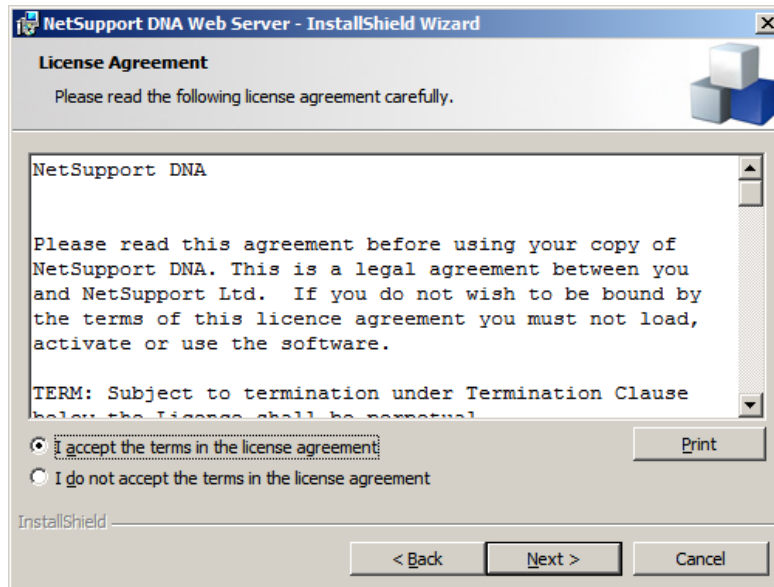
### DNA Web Server Installation Program

The Installer Welcome screen will appear. Click Next to continue.



## NetSupport DNA Web Server Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select “I accept the terms in the licence agreement”. Click Next to continue



If you reject the Licence Agreement, “I do not accept the terms in the licence agreement”, you will be unable to install the NetSupport DNA Web Server.

## Customer Information

Enter the user name and organisation details for your company.

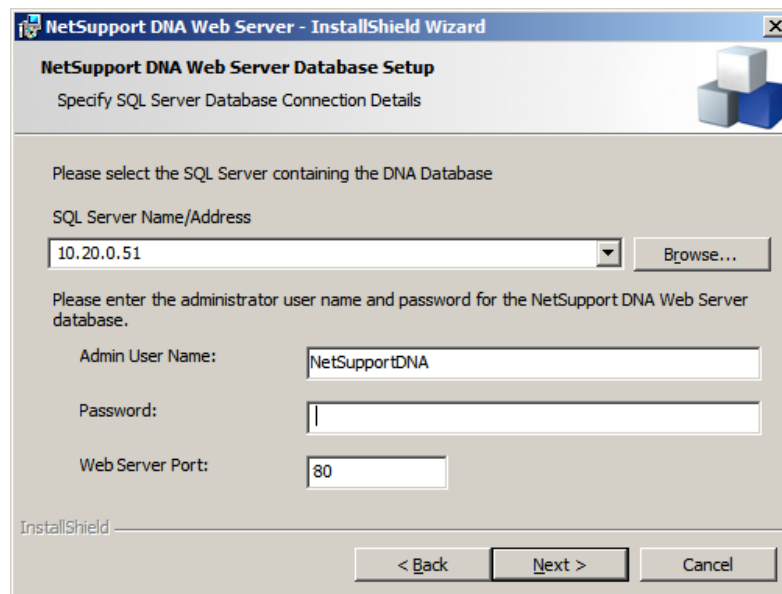
## Destination Folder

Browse to the location you wish to install the NetSupport DNA Web Server. This defaults to c:\program files\netsupport\netsupport dna\WebServer

## NetSupport DNA Web Server Database Setup

The DNA Web Server requires the Address of the SQL Server that contains the NetSupport DNA Database. You will also need to provide the user name and password that the NetSupport DNA Server uses to connect to the database.

You can also configure the Port the Web Server listens for connections on. By default this is Port 80. If you change the Port number for the Web Server you need to ensure that this is added to the end of the Server Address used when logging onto the Mobile Console.



**NetSupport DNA Web Server - InstallShield Wizard**

**NetSupport DNA Web Server Database Setup**  
Specify SQL Server Database Connection Details

Please select the SQL Server containing the DNA Database

SQL Server Name/Address  
10.20.0.51

Please enter the administrator user name and password for the NetSupport DNA Web Server database.

Admin User Name:

Password:

Web Server Port:

InstallShield

< Back   Next >   Cancel

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**Note:** If you do not know the user name or password, run the DNADBWizard on the machine running the NetSupport DNA Server. You can change the user name and password and enter the new details into the installer dialog. You will need to have the user name and password for the Administrator of the SQL Server to make this change.

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### Ready to Install the Program

To start the installation, click Install. To change any of the previous selections, click Back. To quit the installation, click Cancel.

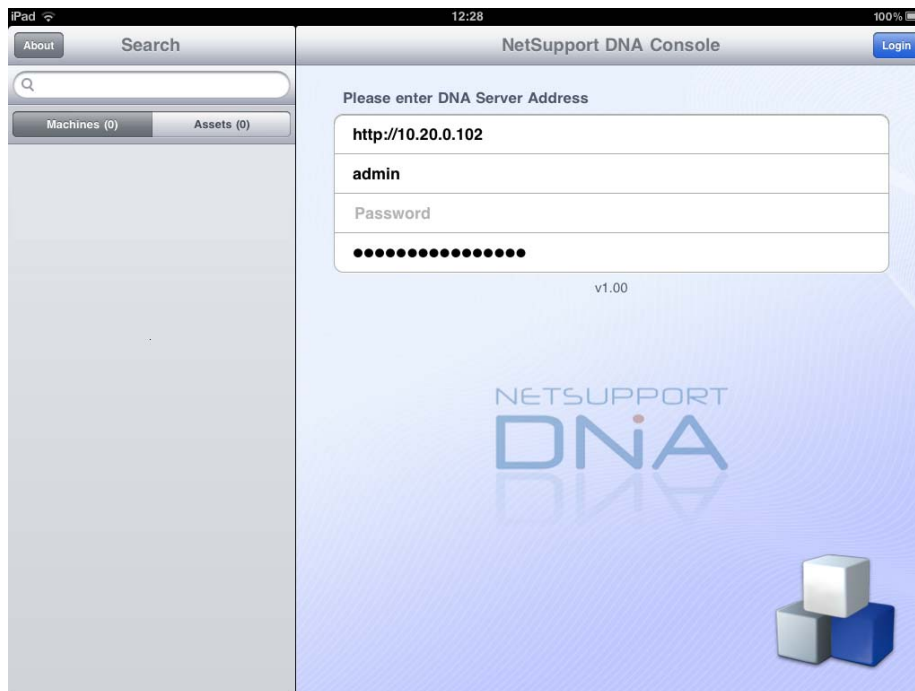
### Installation Complete

To complete the installation click Finish to exit the Setup program.

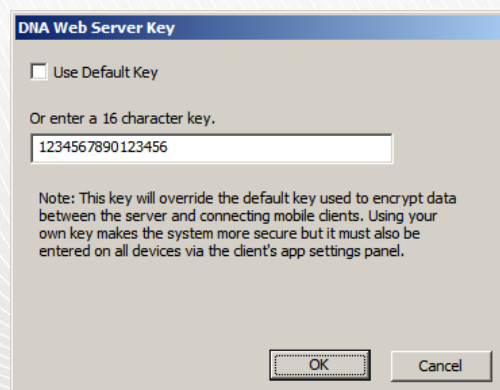


## Configuring DNA Mobile Console

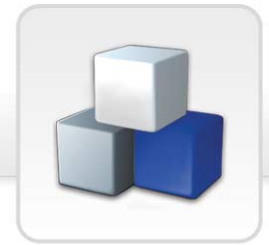
The DNA Mobile Console App can be downloaded from the Google Marketplace or the Apple App store. Once installed on your device you can log onto the console program using the same user credentials that you would use for the Windows DNA Console. You will need to enter the Address of the DNA Web Server and your user name and password.



To enhance the security of the connection to the Web Server you can specify an optional 16-character security key, using the DNAServerKey utility installed on the machine running the DNA Web Server. Once set you will need to enter this security key on the logon screen of the Mobile Console.



**Note:** Only one security key can be set per Web Server.



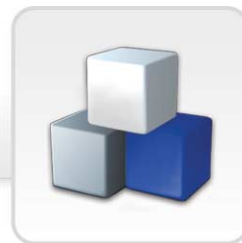
## Using DNA Mobile Console

After logging on, the Console will display a list of all the machines in your company. You can search for an individual machine by scrolling through the list or entering the machine name in the Search box. Alternatively, if the asset tag of the machine is known, and has previously been configured in NetSupport DNA via Client User details, then you can search on this by selecting the Assets tab and entering the asset name in the Search box.



Selecting a machine will allow you to see the current hardware inventory, view a detailed list of the last 20 historical changes to the hardware and software and assess the cause of any logged PC alerts.





**For further information, visit:**

**[www.netsupportdna.com](http://www.netsupportdna.com)**